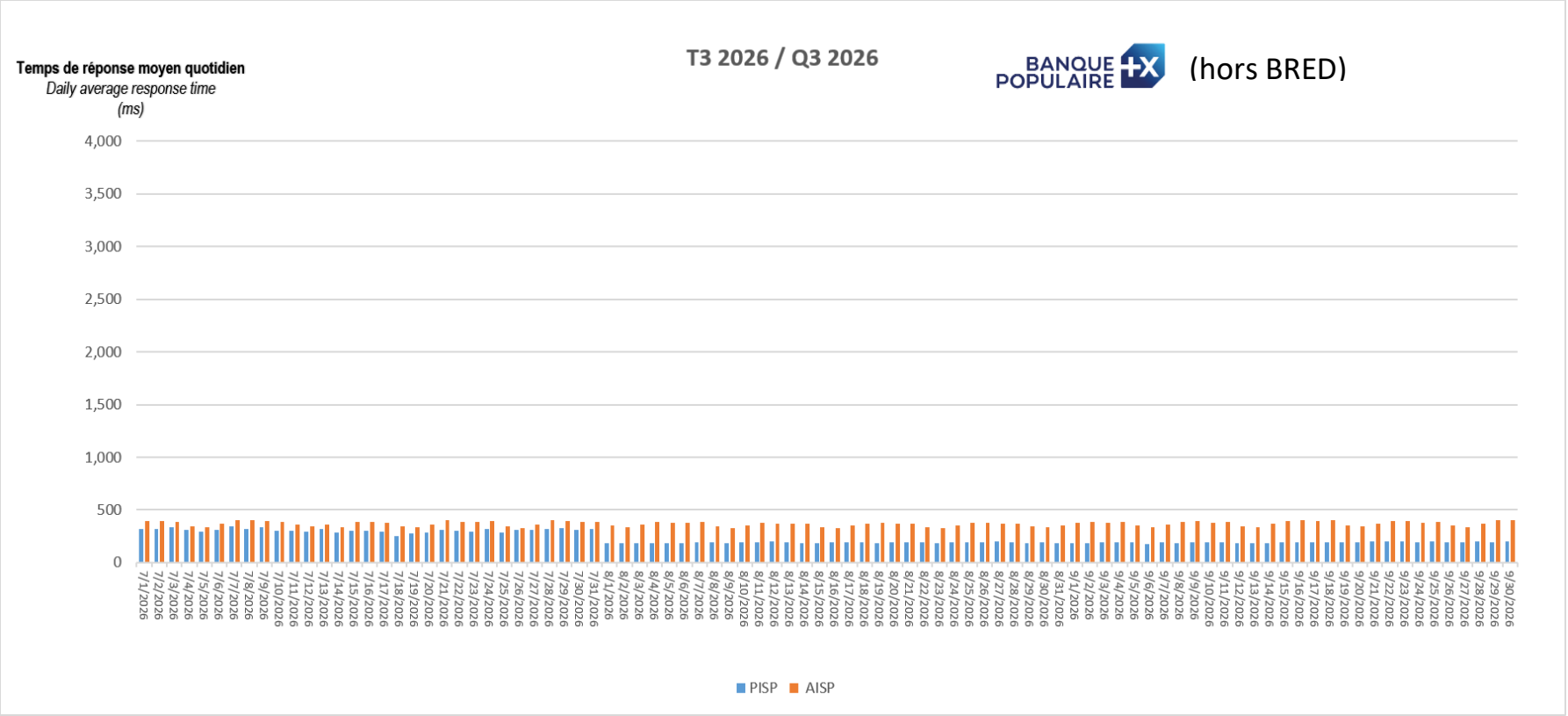
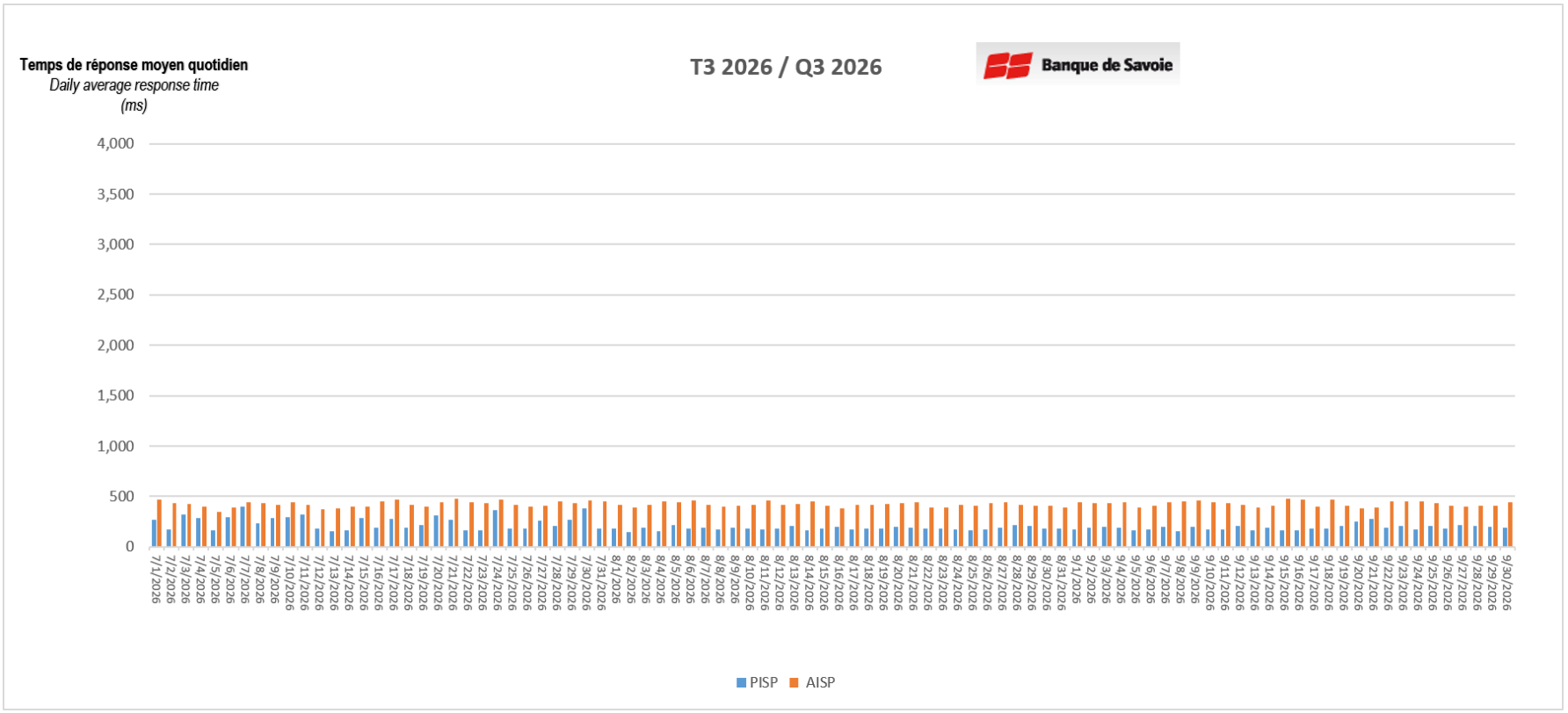
Indicateurs de Performance / *Performance Indicators*

1) **Temps de réponse moyen quotidien (constaté sur la passerelle "89C3 Live" et ''OBA'' entre la réception de la requête, et la fourniture de la réponse aux prestataires tiers, Authentification Forte non incluse).**
Daily Average Response Time (on "89C3 Live" and ''OBA'' API gateway, calculated between any request input and the response to TPPs, excl'd SCA).



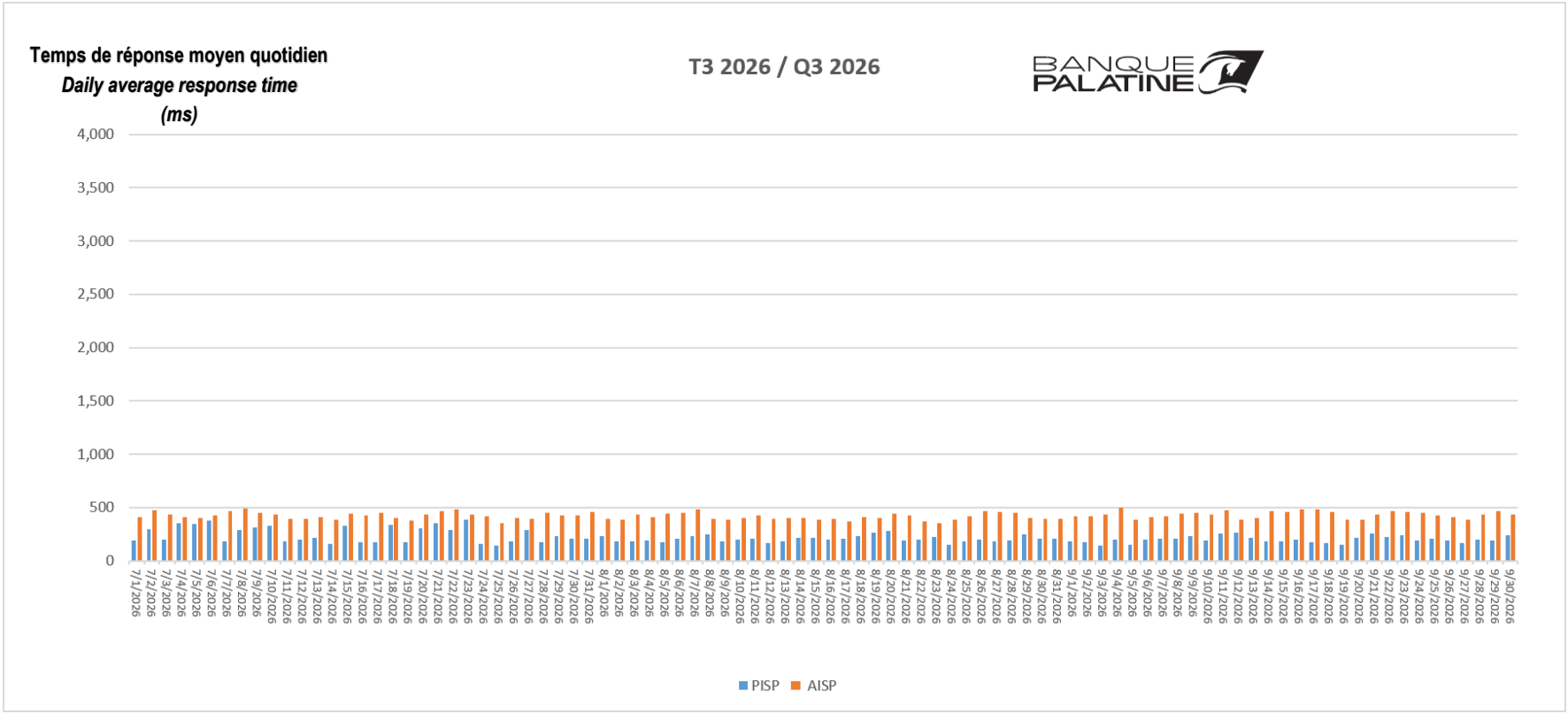
NB : temps de réponse moyen sur la période */ Overall Average Response Time* **:** **PISP** : 232,28 ms **AISP :** 369,56 ms **CBPII :** aucune transaction / *no data*

Indicateurs de Performance / *Performance Indicators*



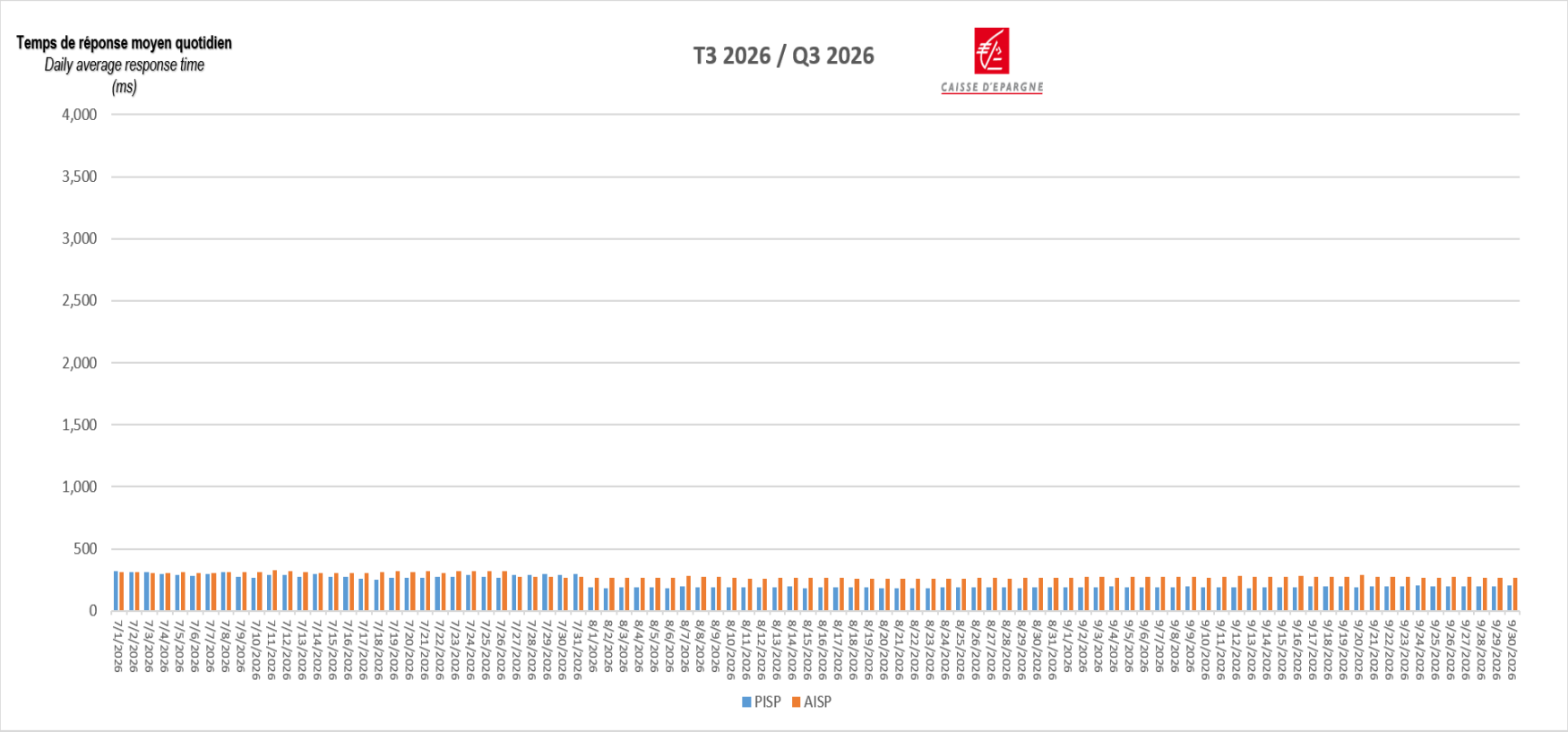
NB : temps de réponse moyen sur la période / *Overall Average Response Time* **:** **PISP :** 424,58 ms **AISP :** 210,27 ms **CBPII :** aucune transaction / *no data*

Indicateurs de Performance / *Performance Indicators*



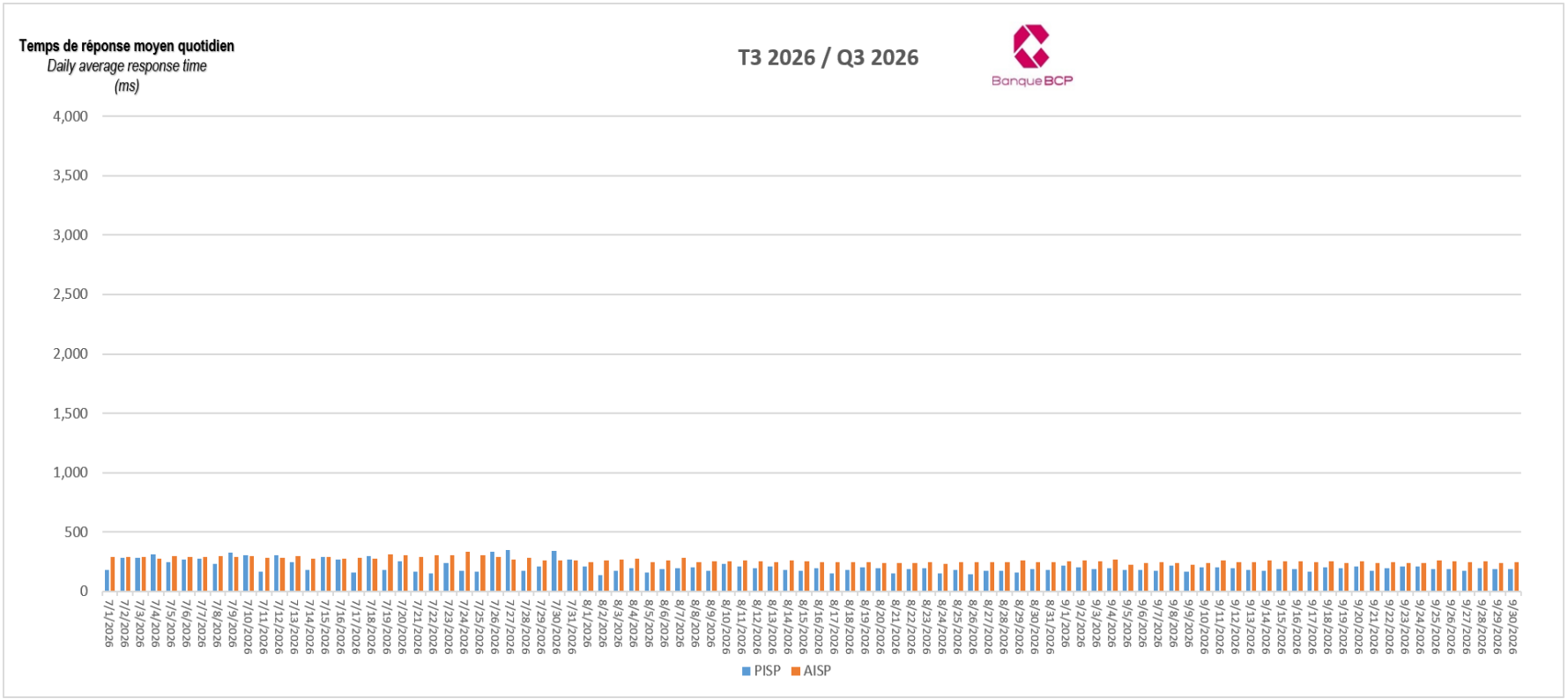
NB : temps de réponse moyen sur la période / *Overall Average Response Time* **:** **PISP :** 423,17 ms **AISP :** 217,53 ms **CBPII :** aucune transaction / *no data*

Indicateurs de Performance / *Performance Indicators*



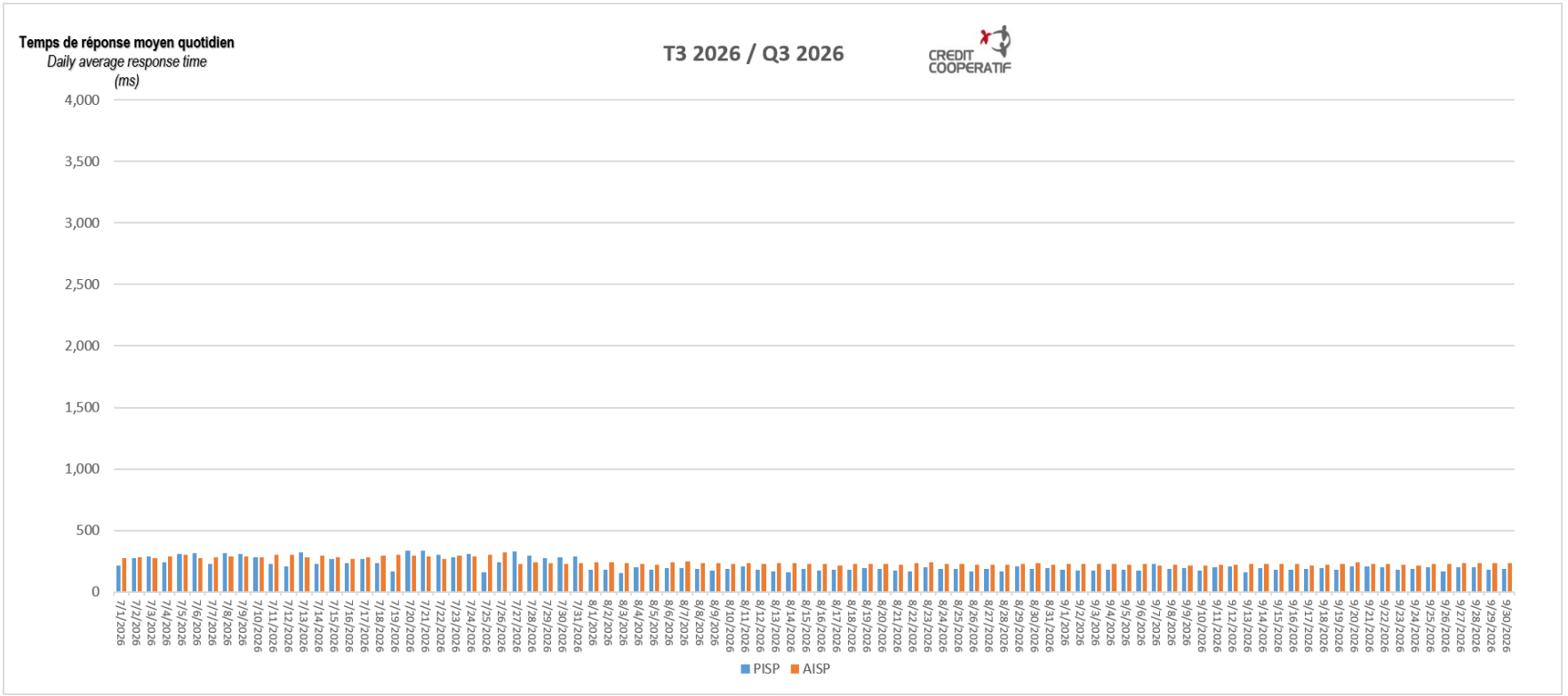
NB : temps de réponse moyen sur la période / *Overall Average Response Time* **:** **PISP :** 224,21 ms **AISP :** 279,30 ms **CBPII :** aucune transaction / *no data*

Indicateurs de Performance / *Performance Indicators*



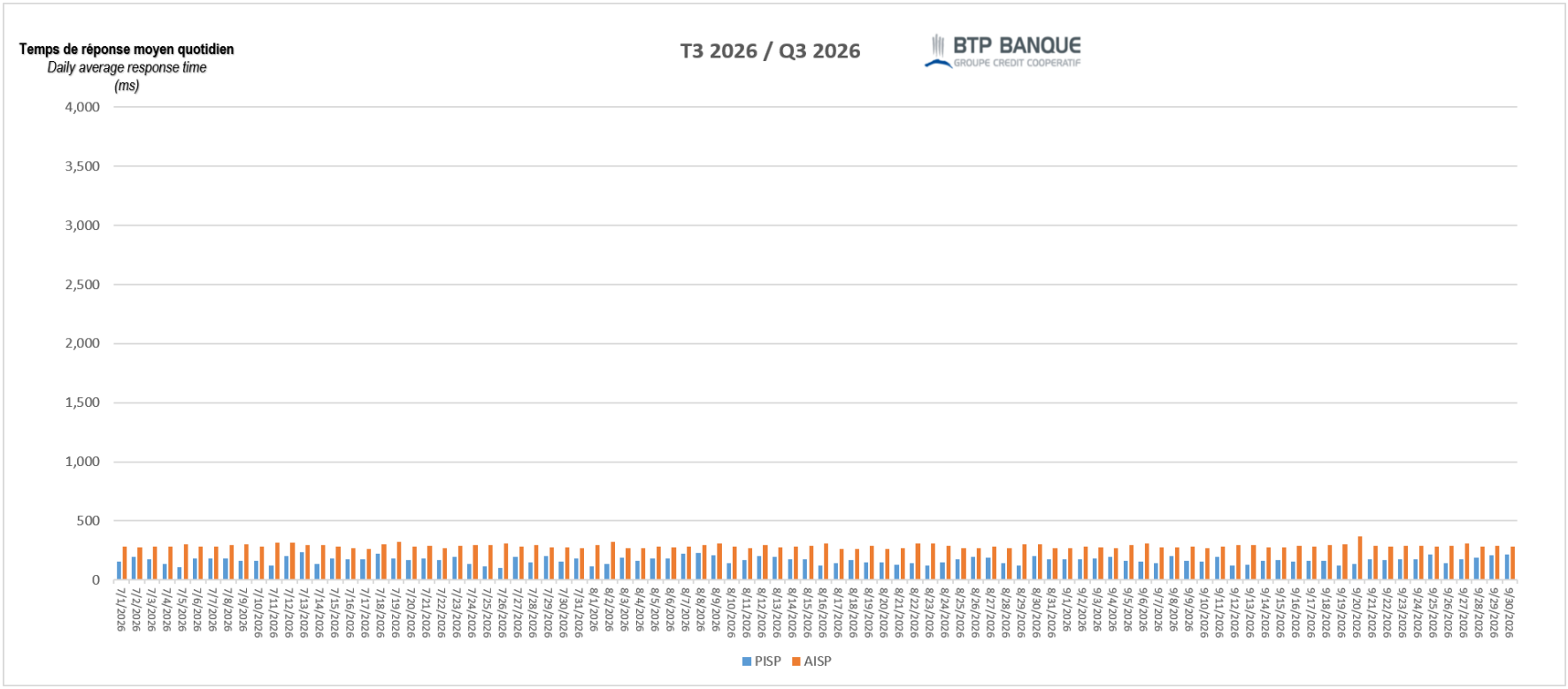
NB : temps de réponse moyen sur la période / *Overall Average Response Time* **PISP :** 261,73 ms **AISP :** 208,63 ms **CBPII :** aucune transaction / *no data*

Indicateurs de Performance / *Performance Indicators*



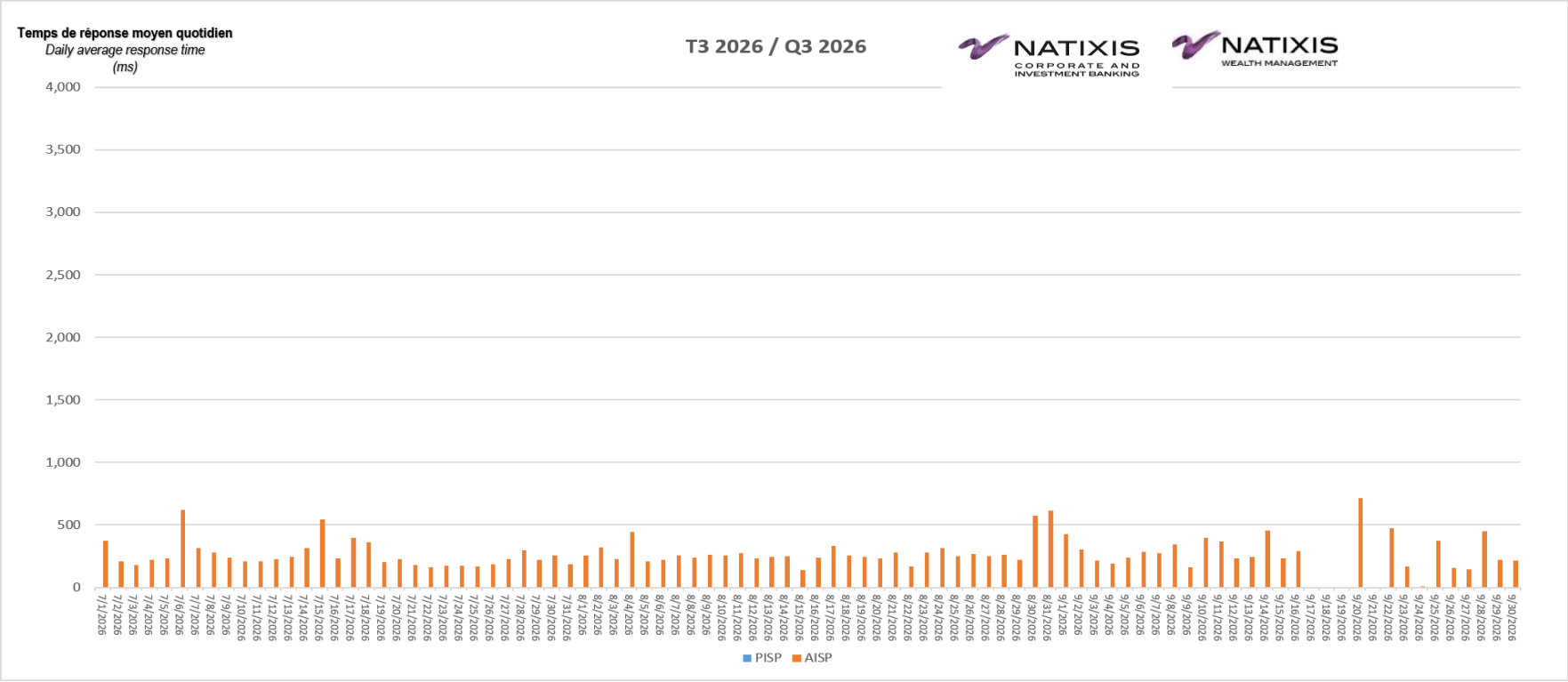
NB : temps de réponse moyen sur la période / *Overall Average Response Time* **PISP :** 241,01 ms **AISP :** 214,89 ms **CBPII :** aucune transaction / *no data*

Indicateurs de Performance / *Performance Indicators*



NB : temps de réponse moyen sur la période / *Overall Average Response Time* **PISP :** 285,94 ms **AISP :** 174,54 ms **CBPII :** aucune transaction / *no data*

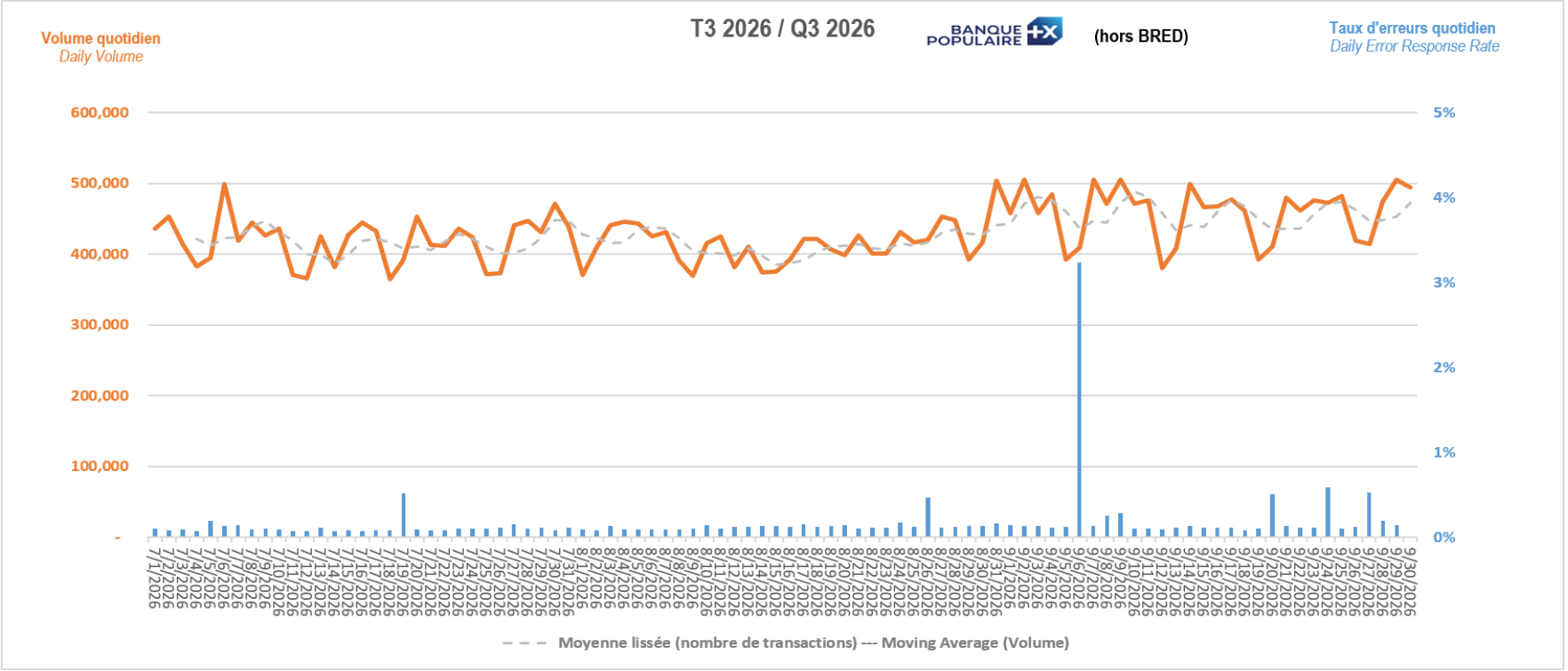
Indicateurs de Performance / *Performance Indicators*



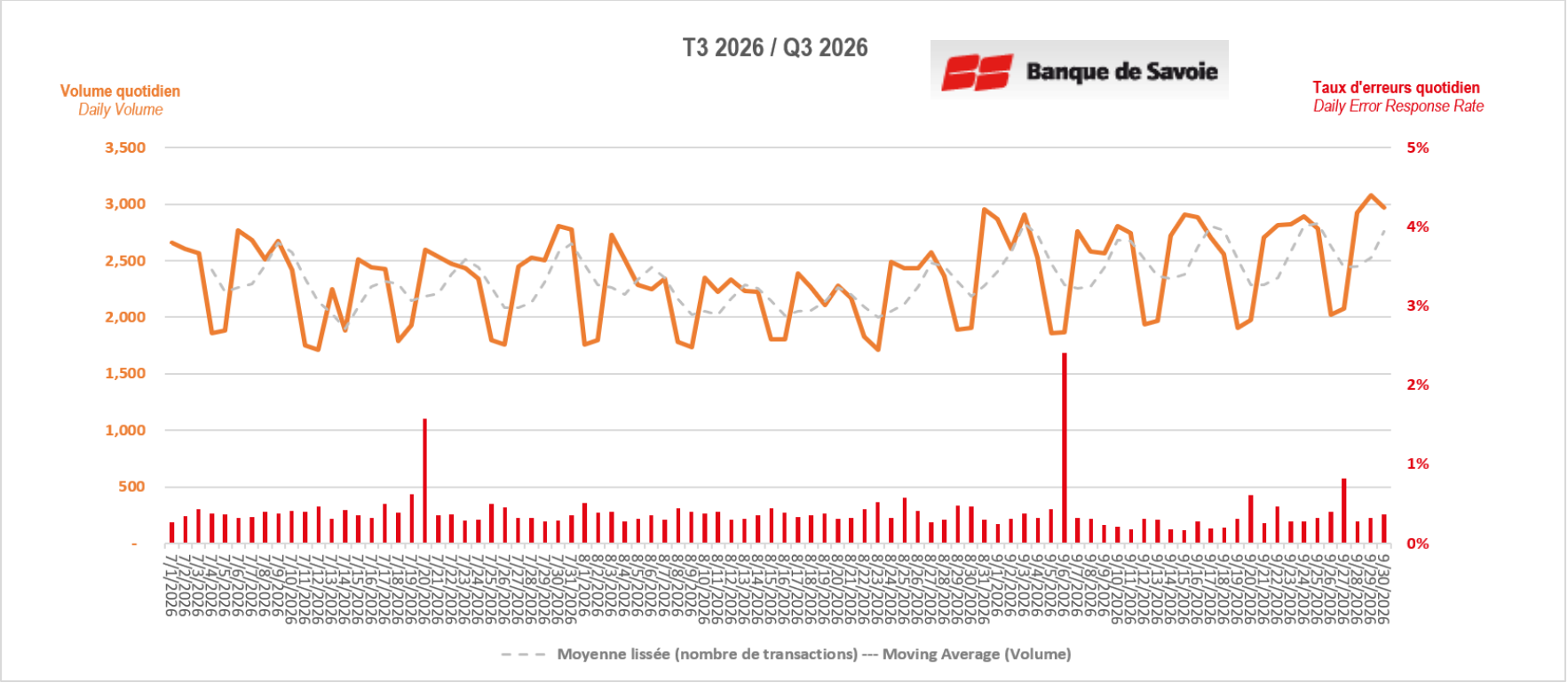
NB : temps de réponse moyen sur la période / *Overall Average Response Time* **PISP :** 271,28 ms **AISP :** 264,44 ms **CBPII :** aucune transaction / *no data*

Indicateurs de Performance / *Performance Indicators*

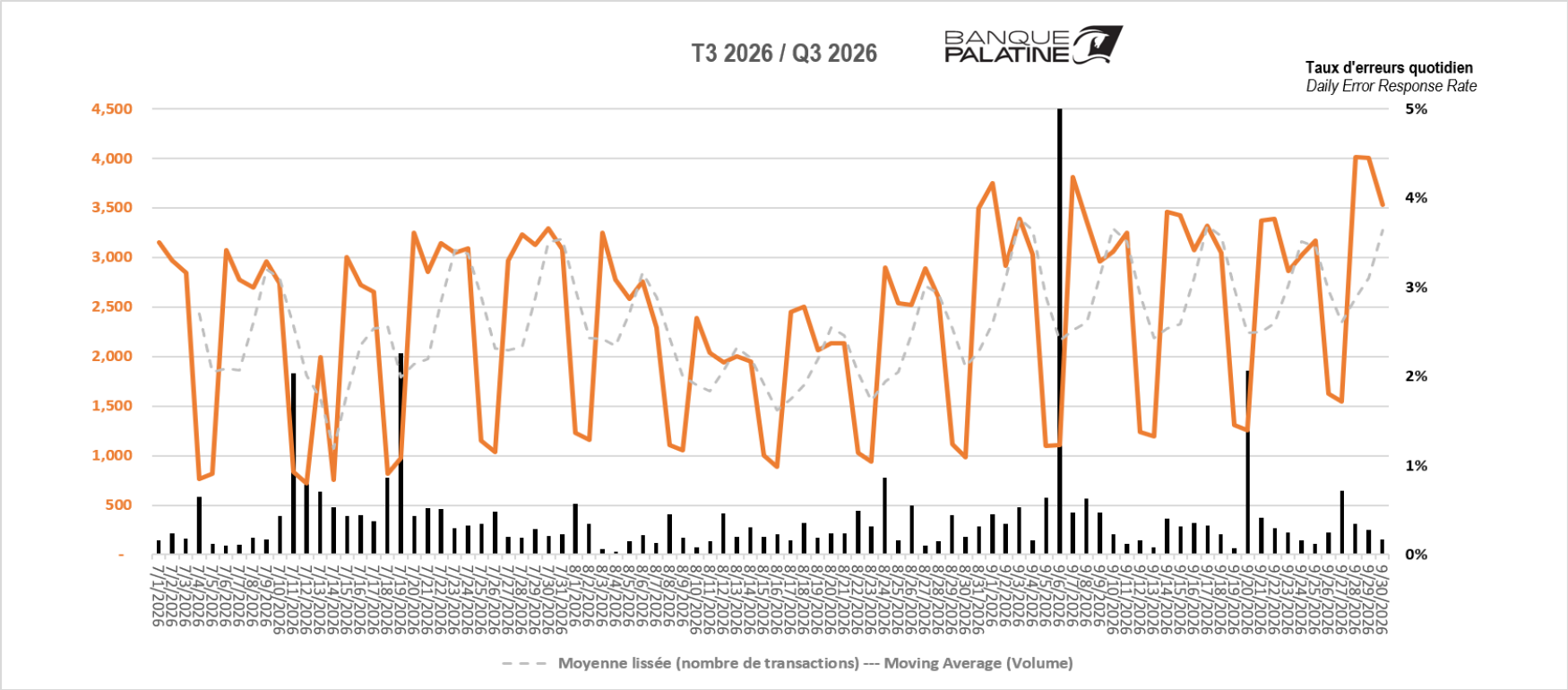
2) Taux d'erreurs quotidien (nombre de messages d'erreurs générés par l'ASPSP / nombre de requêtes émises par les prestataires tiers)
Daily Error Response Rate (Number of ASPSP error messages divided by the number of requests issued by AISPs, PISPs and CBPIIs)



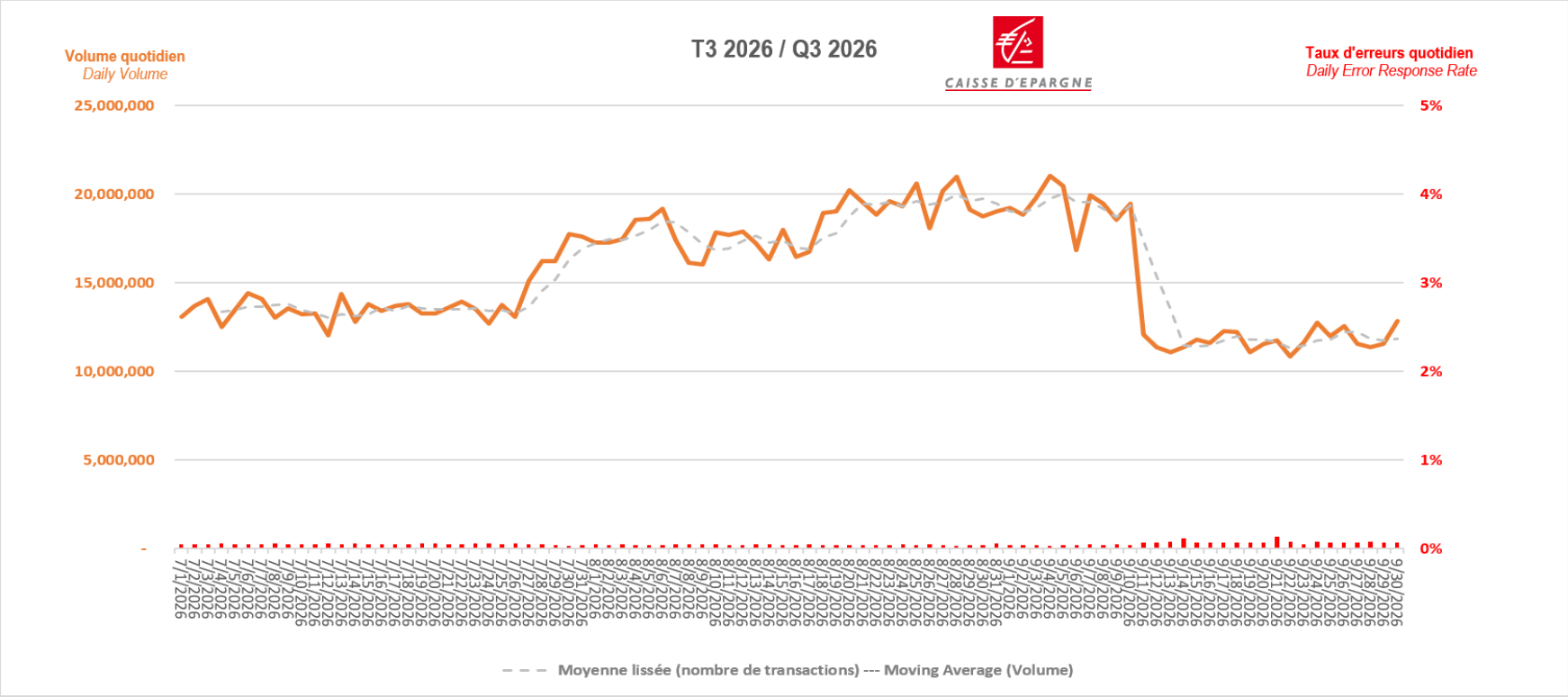
Indicateurs de Performance / *Performance Indicators*



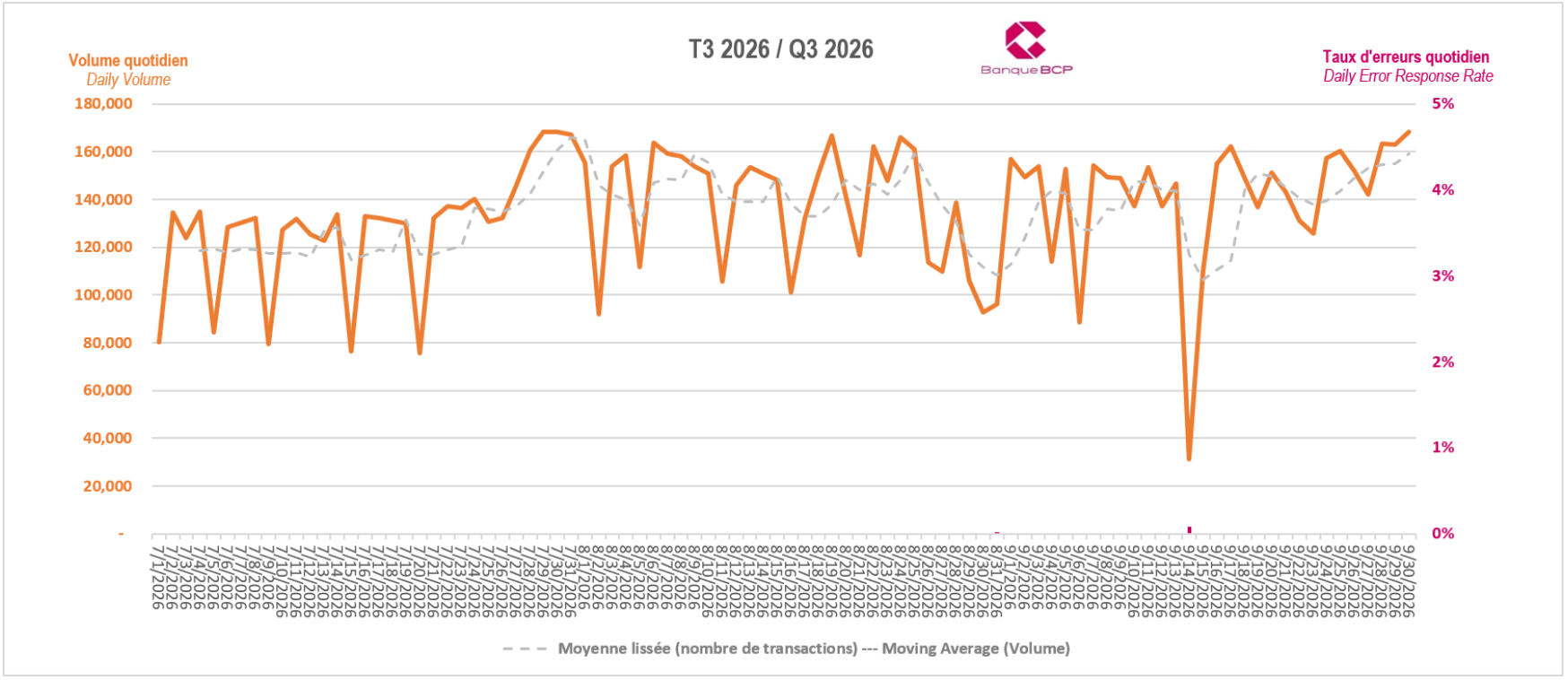
Indicateurs de Performance / *Performance Indicators*



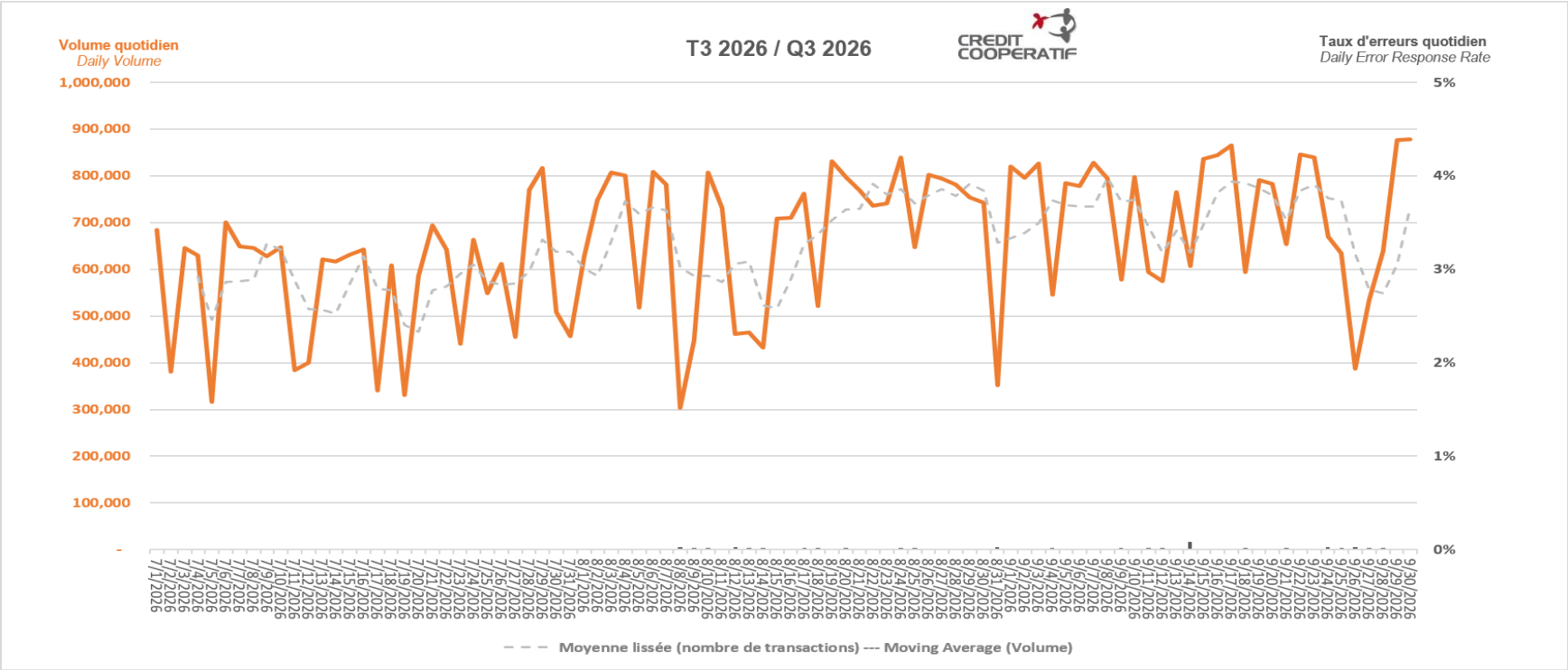
Indicateurs de Performance / *Performance Indicators*



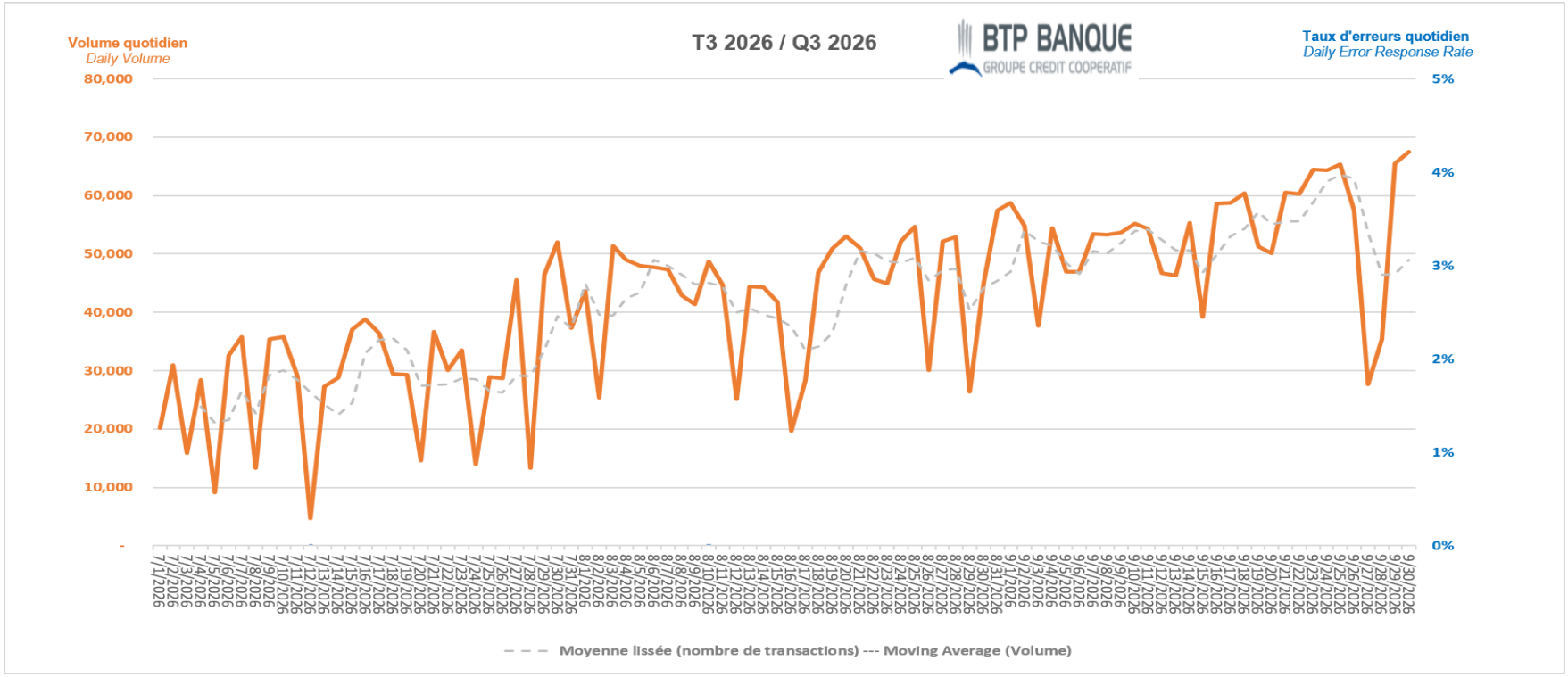
Indicateurs de Performance / *Performance Indicators*



Indicateurs de Performance / *Performance Indicators*



Indicateurs de Performance / *Performance Indicators*



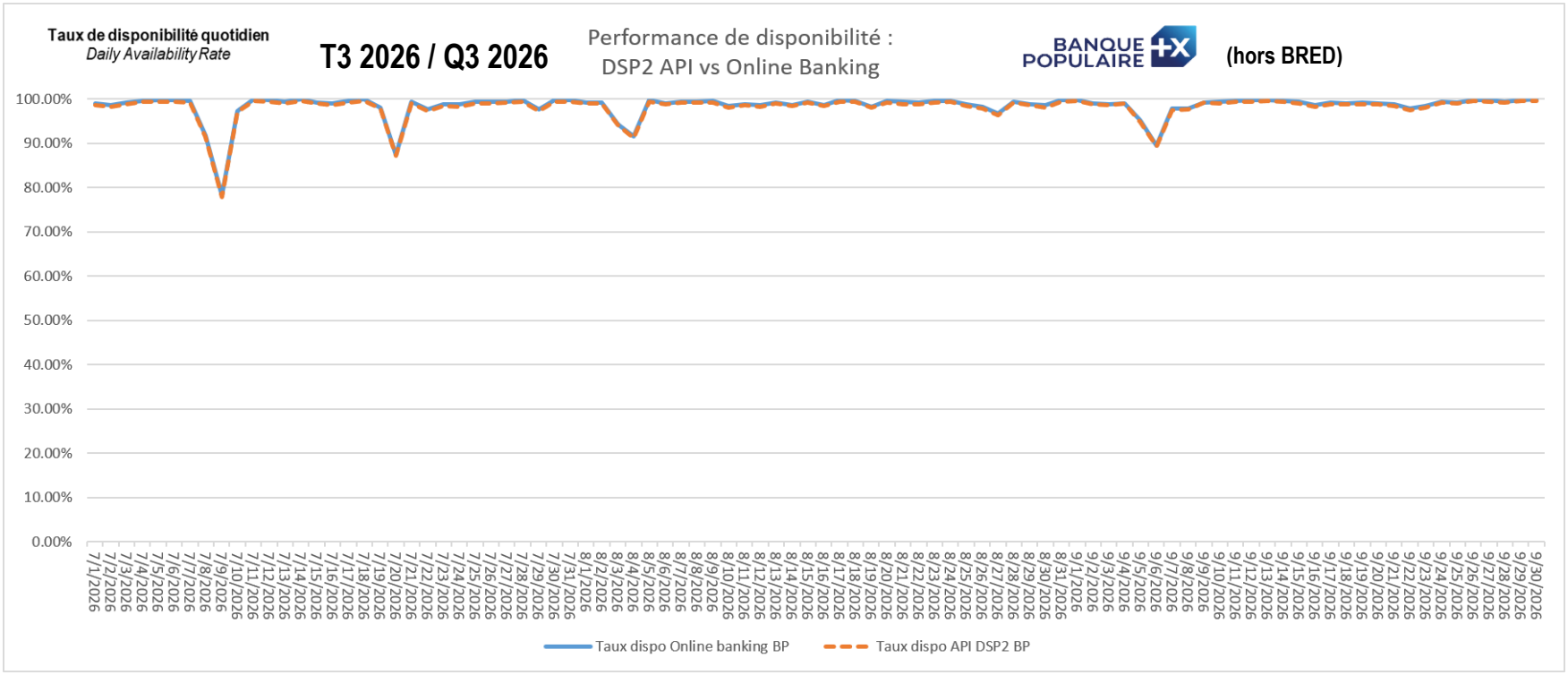
Indicateurs de Performance / *Performance Indicators*



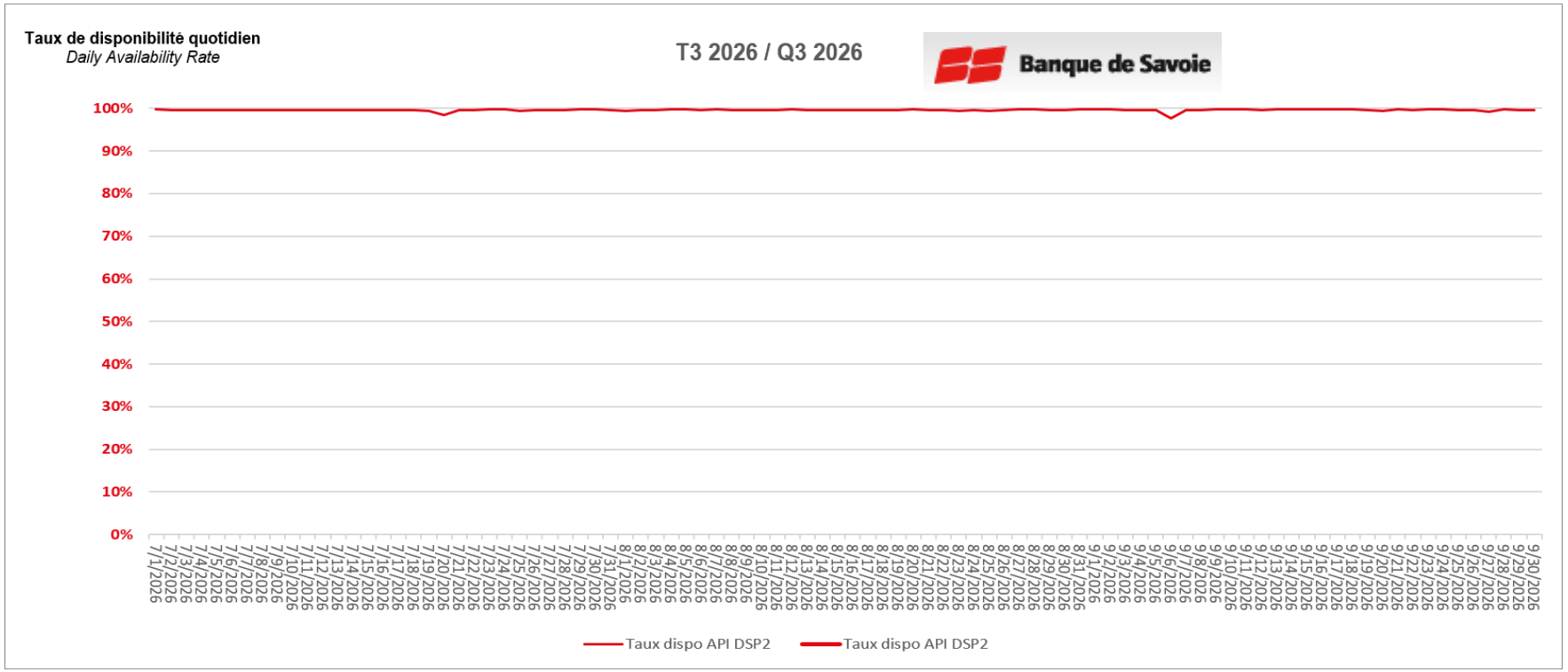
Indicateurs de Performance / *Performance Indicators*

3) Taux de disponibilité des API DSP2 (*)

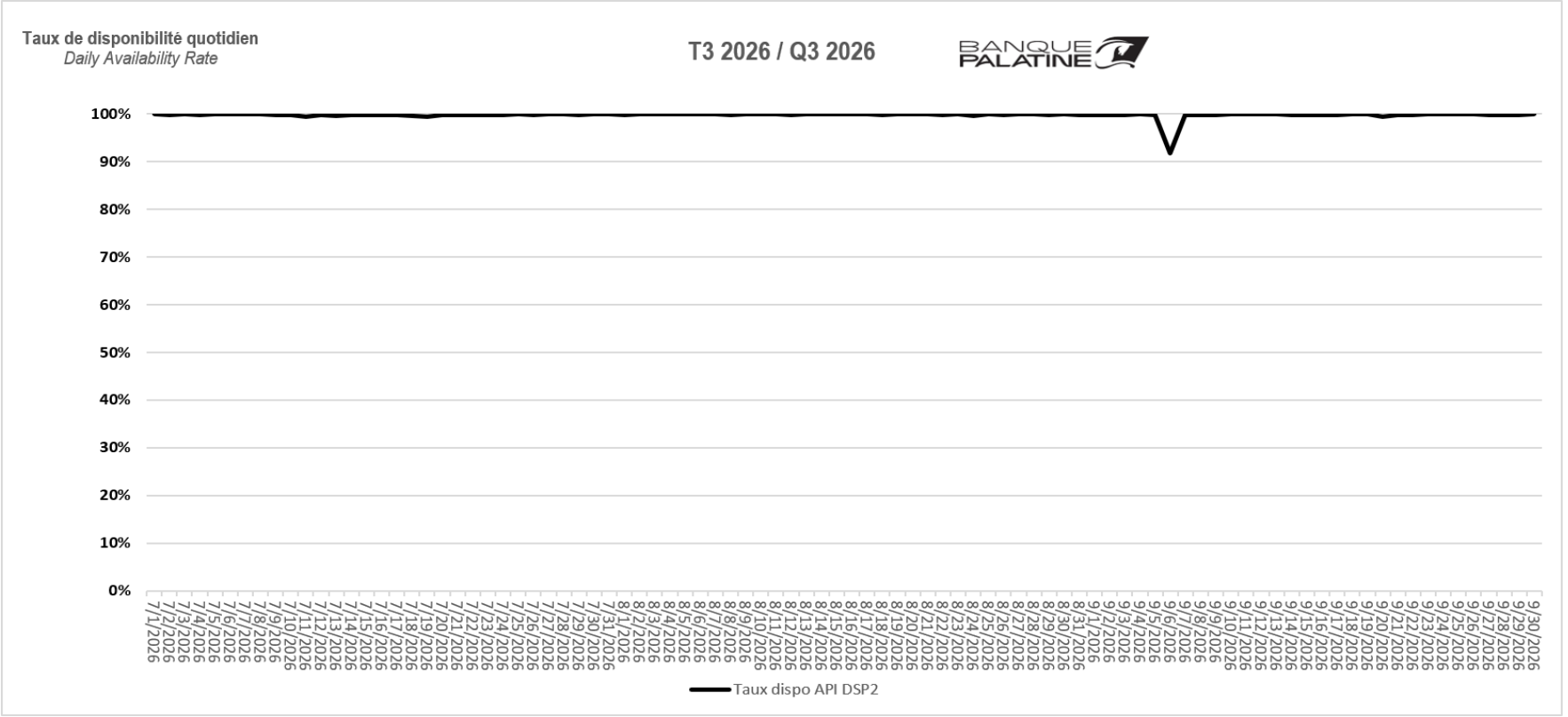
PSD2 API Availability Rate (**)



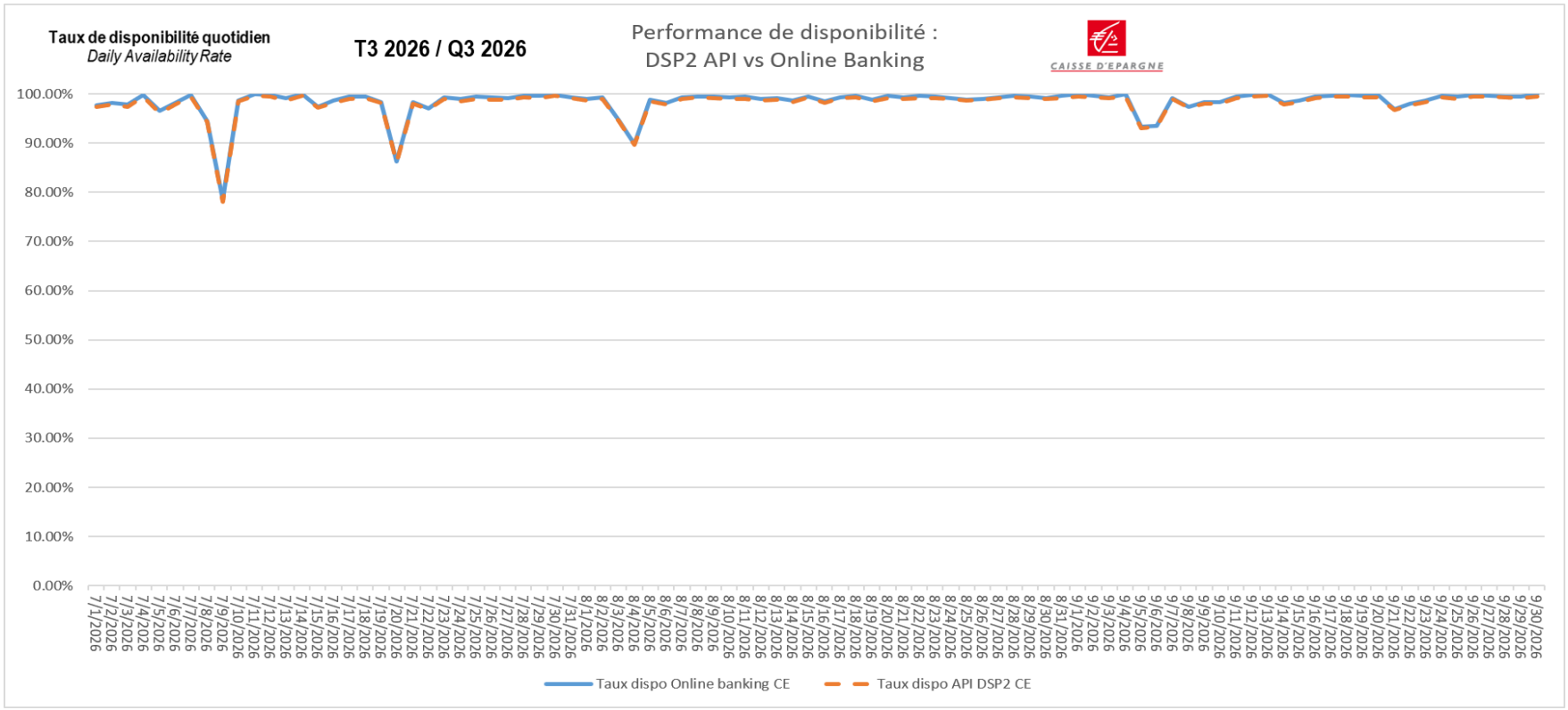
Indicateurs de Performance / *Performance Indicators*



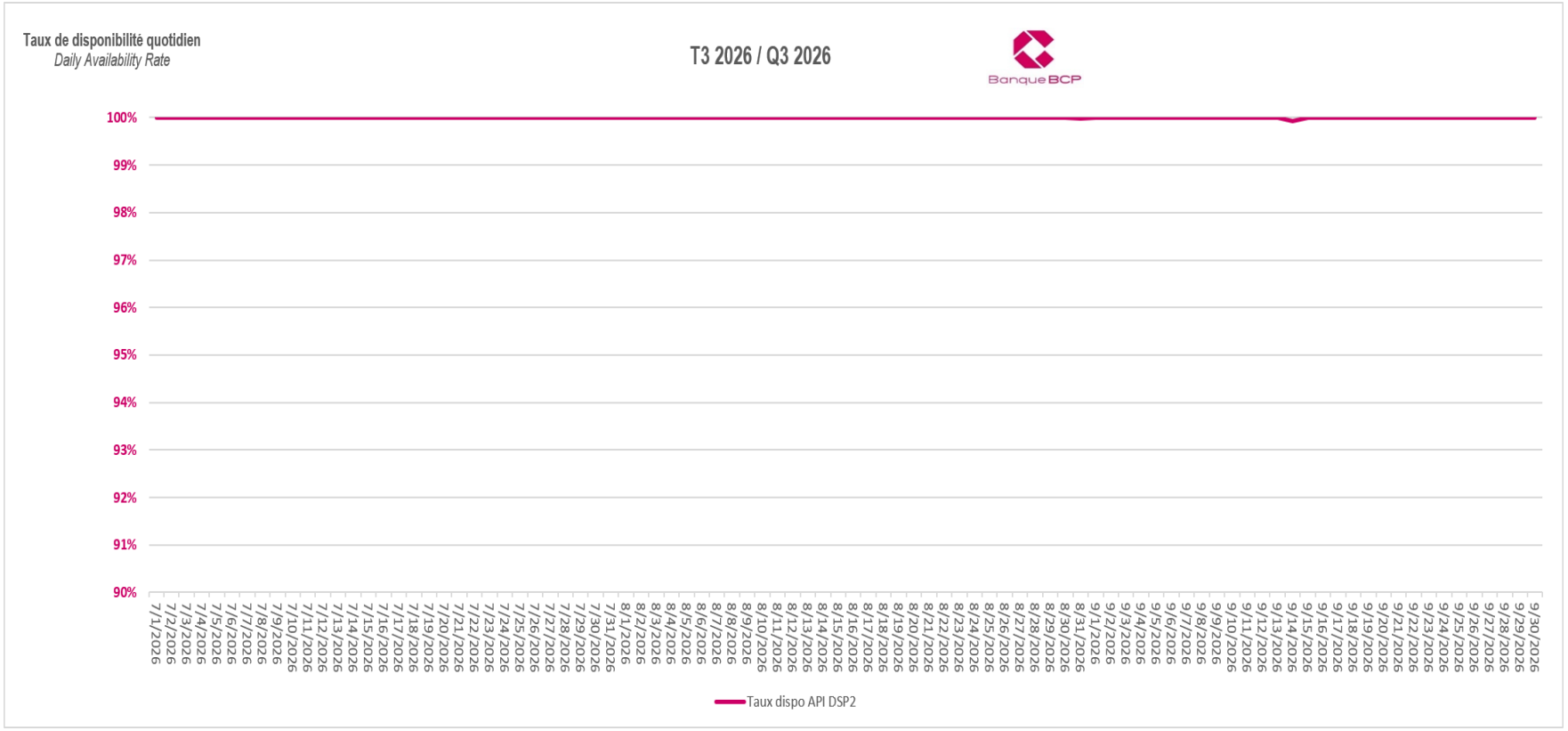
Indicateurs de Performance / *Performance Indicators*



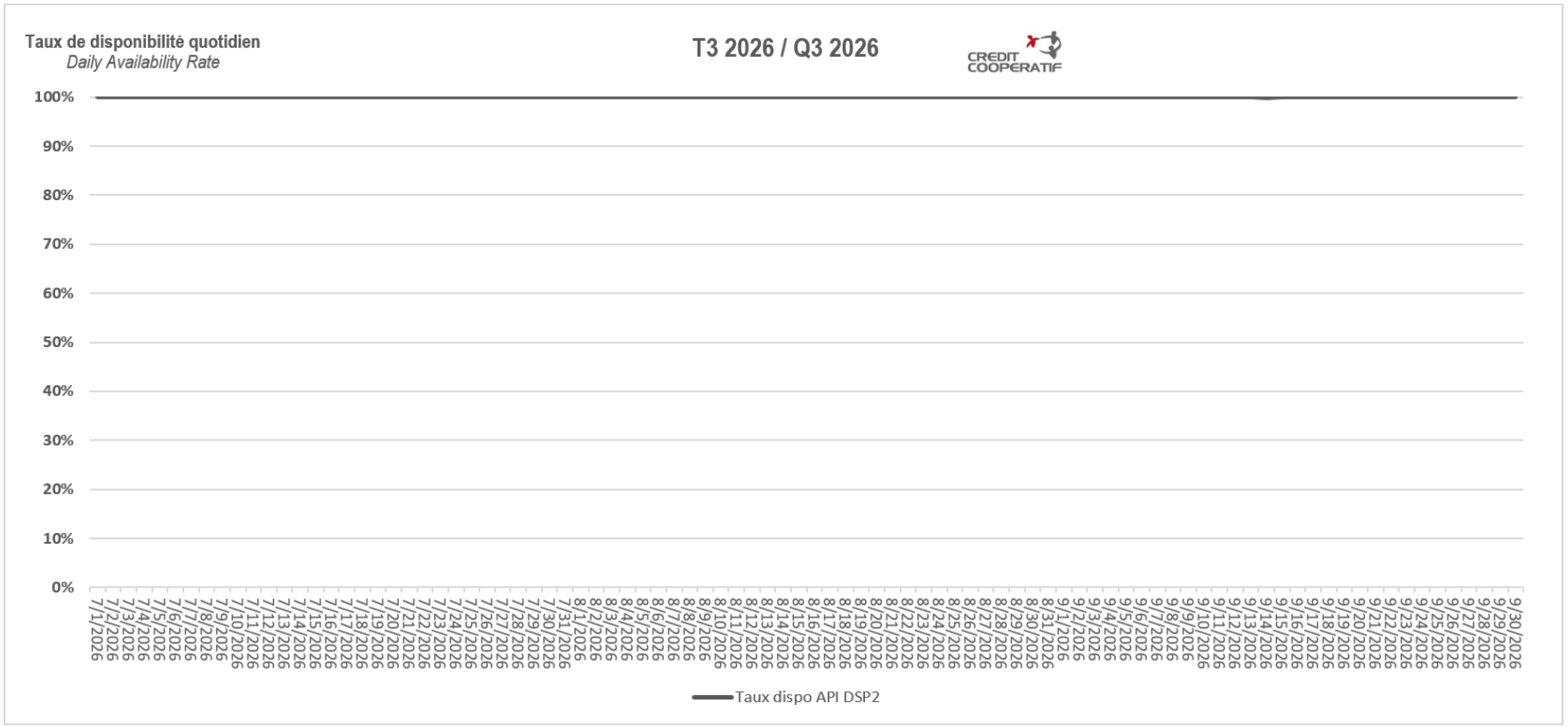
Indicateurs de Performance / *Performance Indicators*



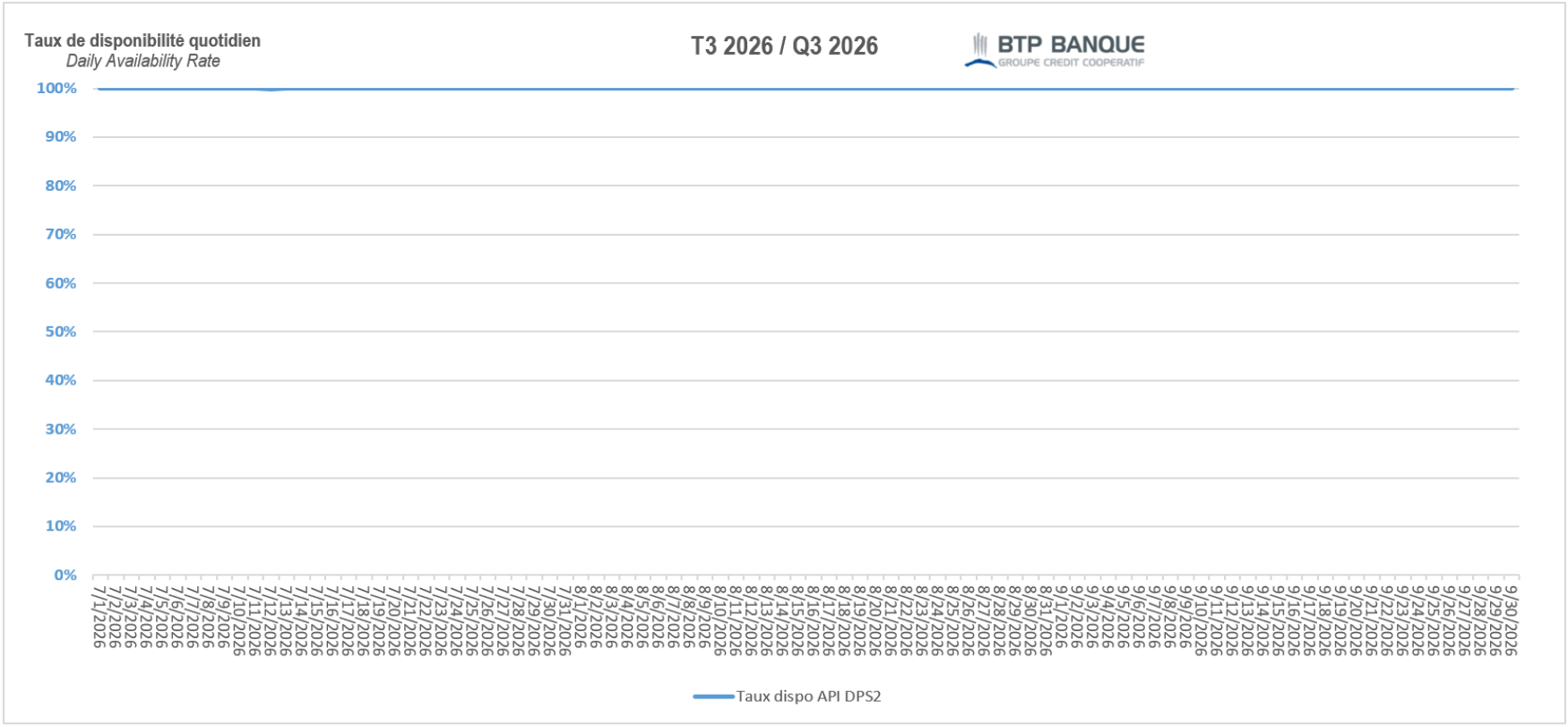
Indicateurs de Performance / *Performance Indicators*



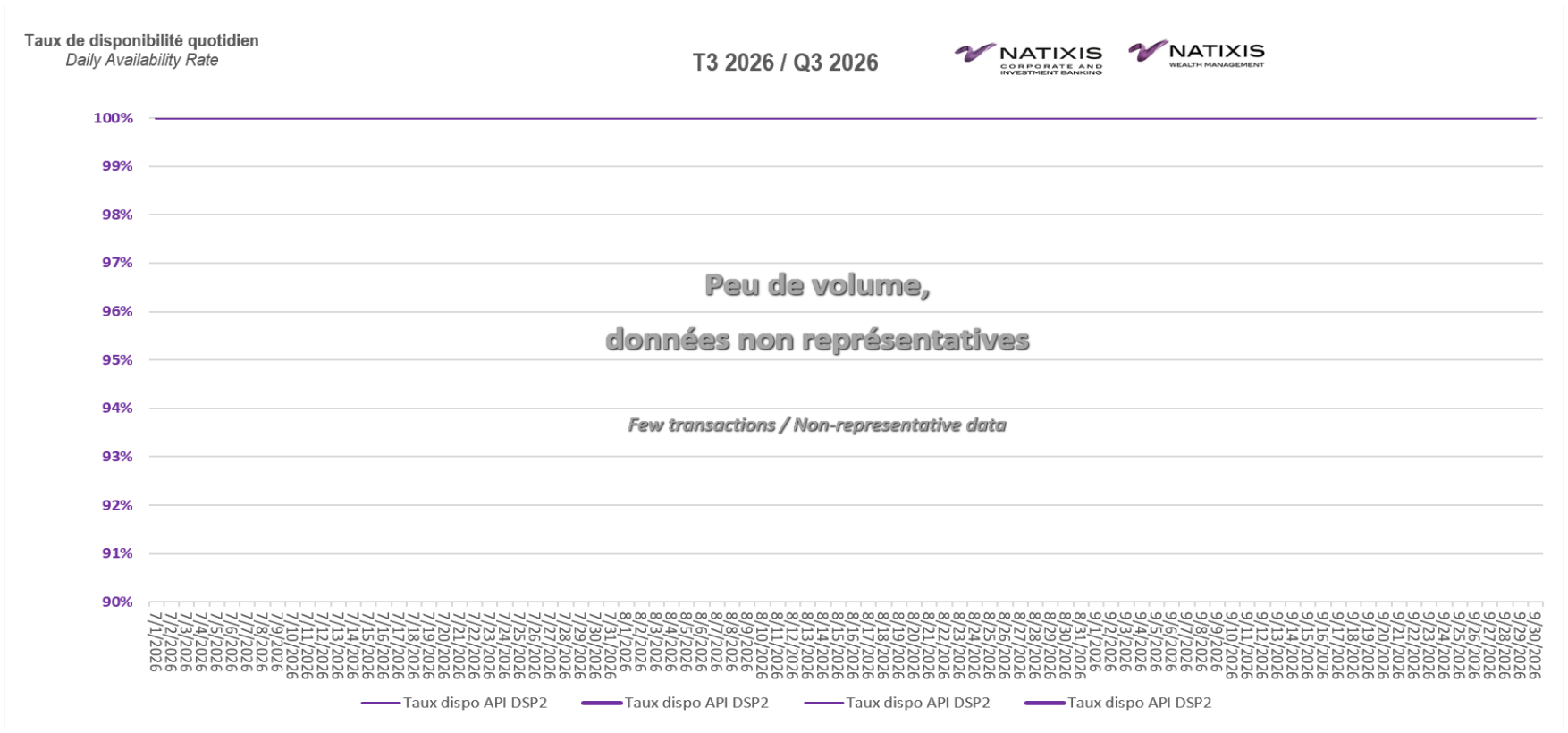
Indicateurs de Performance / *Performance Indicators*



Indicateurs de Performance / *Performance Indicators*



Indicateurs de Performance / *Performance Indicators*



ANNEXE / *APPENDIX*

(*) Méthode de calcul du taux d'erreurs pour les API DSP2 (cf. EBA Guidelines) :

a. % disponibilité = 100% - (% indisponibilité).
b. % indisponibilité = nombre total de secondes (sur une période de 24 heures, commençant à minuit) pendant lesquelles l'interface dédiée a été inopérante.
c. l'interface dédiée est considérée comme indisponible lorsque cinq (5) demandes consécutives émanant de un ou plusieurs PISP, AISP ou CBPII n'ont pas été répondues dans un délai de 30 secondes. L'ASPSP devrait calculer le % indisponibilité à partir du moment où il a reçu la première requête (sur les 5 successives) sachant qu'il n'y a eu aucune requête pour laquelle une réponse a été fournie.

NB : les périodes de maintenance programmée ne sont pas prises en compte.

(**) For the purpose of calculating the availability indicators for the dedicated interface (see EBA Guidelines) :

a. calculate the percentage uptime as 100% minus the percentage downtime;
b. calculate the percentage downtime using the total number of seconds the dedicated interface was down in a 24-hour period, starting and ending at midnight;
c. count the interface as 'down' when five consecutive requests for access to information for the provision of payment initiation services, account information; services or confirmation of availability of funds are not replied to within a total timeframe of 30 seconds, irrespective of whether these requests originate from one or multiple PISPs, AISPs or CBPIIs. In such a case, the ASPSP should calculate downtime from the moment it has received the first request in the series of five consecutive requests that were not replied to within 30 seconds, provided that there is no successful request in between those five requests to which a reply has been provided.

NB : forecasted maintenance periods are not included.